

**Notice of Allowability**

Application No.

09/610,927

Examiner

Romain Jeanty

Applicant(s)

GREWAL ET AL.

Art Unit

3623

*NW*

**-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--**

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. ☒ This communication is responsive to 7/9/2004.
2. ☒ The allowed claim(s) is/are 1-40.
3. ☐ The drawings filed on \_\_\_\_\_ are accepted by the Examiner.
4. ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
  - a) ☐ All   b) ☐ Some\*   c) ☐ None   of the:
    1. ☐ Certified copies of the priority documents have been received.
    2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
    3. ☐ Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

\* Certified copies not received: \_\_\_\_\_.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.  
**THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.**

5. ☐ A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
  6. ☒ CORRECTED DRAWINGS ( as "replacement sheets") must be submitted.
    - (a) ☐ including changes required by the Notice of Draftsperson's Patent Drawing Review ( PTO-948) attached
      - 1) ☐ hereto or 2) ☐ to Paper No./Mail Date \_\_\_\_\_.
    - (b) ☐ including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date \_\_\_\_\_.
- Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
7. ☐ DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

**Attachment(s)**

1. ☒ Notice of References Cited (PTO-892)
2. ☐ Notice of Draftperson's Patent Drawing Review (PTO-948)
3. ☐ Information Disclosure Statements (PTO-1449 or PTO/SB/08),  
Paper No./Mail Date \_\_\_\_\_
4. ☐ Examiner's Comment Regarding Requirement for Deposit  
of Biological Material
5. ☐ Notice of Informal Patent Application (PTO-152)
6. ☒ Interview Summary (PTO-413),  
Paper No./Mail Date \_\_\_\_\_.
7. ☐ Examiner's Amendment/Comment
8. ☒ Examiner's Statement of Reasons for Allowance
9. ☐ Other \_\_\_\_\_.

### EXAMINER'S AMENDMENT

1. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

#### **In the Claims:**

Claim 1, line 11, before, the alternative, please delete "user" and insert --help-seeker--.

Claim 17, line 6, after comprising, please delete "at least one of an educational path component and an expert assistance path component, the educational path component include information from a plurality of sources and the expert assistance path component includes an expert", and after configured to:, please insert -- display on the client system information identifying alternative paths for assistance to the help-seeker, the alternative paths including at least one of an educational path and an expert assistance path, the educational path includes information from a plurality of sources, the expert assistance path includes access to the pool of available experts stored in the database --.

Authorization for this examiner's amendment was given in a telephone interview with Daniel M. Fitzgerald (Registration No. 38,880) on July 26, 2004.

#### ***Allowable Subject Matter***

2. Claims 1-40 are allowed.
3. The following is an examiner's statement of reasons for allowance:

Prior art of record to Pinard et al U.S. 6,230,287, disclose a web-based help desk system that allows remote user computers internet or intranet connection to access and display the help

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desk page. Sonesh et al (U.S. Patent No. 6,046,762, teach a call distribution center which allows access to a call center utilizing telephone and data networks for routing a caller to an agent/expert. Galdes et al (U.S. Patent No. 6,177,932), teach a method for a networked based customer service to respond to a customer requesting help from an advisor/expert. However, Pinard, Sonesh, and Galdes taken alone or in combination fails to teach an educational path and an expert assistance path, the educational path includes information from a plurality of sources, and an expert assistance path includes an expert pool of available experts and a server system configured to receive the help seeker after the help-seeker has selected the expert assistance path as recited in independent claims 1 and 17.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

### ***Conclusion***

4. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

a. Mancisidor et al (US 2002/0116243A1), discloses an expert system which provides recommended Internet access solution to an agent using a graphical user interface.

b. Walker (Wo9804061), discloses an expert matching method for managing communication between an expert having particular qualification for a user seeking solution to an expert request.

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c. McAndrew et al (U.S. Patent No. 5,517,405), discloses an expert system for providing interactive assistance in problem solving.

d. Dialog (Help Desk Software) discloses providing a user to an expert system to resolute a problem.

e. Mirel (Dialog), discloses "Analyzing electronic help exchange: an inquiry into instructions for complex tasks"


Any inquiry concerning this communication or earlier communications from the examiner should be directed to Romain Jeanty whose telephone number is (703) 308-9585. The examiner can normally be reached on Mon-Thurs 7:30 am - 6:00 pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Tariq R Hafiz can be reached on (703) 305-9643. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

RJ

July 26, 2004

  
ROMAIN JEANTY  
PRIMARY EXAMINER  
*Art Unit 3623*